

In the Claims:

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1. (Previously presented) A method for a network-based facility, the method comprising:
 - facilitating submission of a complaint to a network-based facility, the complaint being related to a party in a failed transaction;
 - facilitating a resolution of the complaint; and
 - updating a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.
 2. (Previously presented) The method of claim 1, further comprising:
 - facilitating submission of a refund request if the complaint is not completed.
 3. (Previously presented) The method of claim 2, wherein the facilitating of the submission of the refund request includes:
 - providing an interface to facilitate input of information for the refund request.
 4. (Original) The method of claim 1, wherein facilitating a submission of the complaint includes:
 - providing an interface to facilitate input of information for the complaint.

5. (Original) The method of claim 1, wherein facilitating the resolution of the complaint includes:

notifying the party that the complaint has been submitted against the party.

6. (Previously presented) The method of claim 1, further comprising:

suspending the party from participating future transactions with the network-based facility if the count exceeds a predetermined count value.

7. (Original) The method of claim 1, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.

8. (Original) A network based facility system comprising:

a database to maintain records of network-based transactions; and

a processor to facilitate submission of a complaint, the complaint being associated with a transaction record maintained by the database, the transaction record relating to a party who has failed to complete a transaction, to facilitate a resolution of the complaint, and to update a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.

9. (Original) The network-based facility of claim 8, wherein the processor is to facilitate submission of a refund request if the complaint is not completed.

10. (Original) The network-based facility of claim 9, wherein the processor is to provide an interface to facilitate input of information for the refund request.

11. (Original) The network-based facility of claim 8, wherein the processor is to provide an interface to facilitate input of information for the complaint.

B₁ 12. (Original) The network-based facility of claim 8, wherein the processor is to notify the party that the complaint has been submitted against the party.

13. (Previously presented) The network-based facility of claim 8, wherein the processor is used to suspend the party from participating in future transactions with the network-based facility if the count exceeds a predetermined count value.

14. (Original) The network-based facility of claim 8, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.

15. (Original) A machine-readable medium that provides instructions, which if executed by a machine, cause the machine to perform operations comprising:

facilitating submission of a complaint to a network-based facility, the complaint being related to a party who has failed to complete a transaction;

facilitating a resolution of the complaint; and

updating a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.

16. (Currently amended) The machine-readable medium of claim 15, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

facilitating submission of a refund request if the complaint is not completed.

B₁
17. (Original) The machine-readable medium of claim 16, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

providing an interface to facilitate input of information for the refund request.

18. (Original) The machine-readable medium of claim 15, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

providing an interface to facilitate input of information for the complaint.

19. (Original) The machine-readable medium of claim 15, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

notifying the party that the complaint has been submitted against the party.

20. (Original) The machine-readable medium of claim 15, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

suspending the party to participate in future transactions with the network-based facility if the count exceeds a predetermined count value.

21. (Original) A network-based facility comprising:

means for facilitating submission of a complaint to a network-based facility, the

complaint being related to a party in a failed a transaction;

means for facilitating a resolution of the complaint; and

means for updating a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.

22. (Currently amended) The network-based facility of claim 21, further comprising:

means for facilitating submission of a refund request if the complaint is not completed.

23. (Original) The network-based facility of claim 22, wherein the means for facilitating submission of the refund request includes:

means for providing an interface to facilitate input of information for the refund request.

24. (Original) The network-based facility of claim 21, wherein the means for facilitating the submission of the complaint includes:

means for providing an interface to facilitate input of information for the complaint.

25. (Original) The network-based facility of claim 21, wherein the means for facilitating the resolution of the complaint includes:

means for notifying the party that the complaint has been submitted against the party.

B₁ 26. (Original) The network-based facility of claim 21, further comprising:

means for suspending the party to participate in future transactions with the network-based facility if the count exceeds a predetermined count value.

27. (Original) The network-based facility of claim 21, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.
